

Verizon New England Inc.

11. Toll-Free Services
11.1 Dedicated Toll Free Service (DTFS)

Rates and charges for services explained herein are contained in Part M Section 1.11.

11.1.1 Description	
A.	DTFS provides facilities for dial-type communications between an DTFS access line and exchanges and localities served by this Telephone Company and by participating companies within the State of New Hampshire.
1.	Dial-type communications is a dialed call received by the customer over an DTFS access line or, if facilities are not available for dial completion from a station, a call placed with an operator by giving the calling telephone number and the customer's DTFS access line number.
B.	DTFS permits unlimited calling in one direction only, via an access line, from all exchanges and localities within the State of New Hampshire served by this Telephone Company and by participating companies.
C.	An DTFS access line, connecting the customer's premises and a Telephone Company central office, is provided for receiving DTFS calls. DTFS access lines provided on the same premises of a customer are arranged as service groups. A service group consists of one line or two or more lines in a multi-line sequence arranged for line hunting.
D.	DTFS may be furnished on the same premises of a customer with either measured or unlimited main telephone exchange service.
E.	DTFS may be provided on a single line terminating basis with customer provided equipment to transmit a pre-recorded announcement.

11.1.2 Limitations	
A.	The furnishing of DTFS requires certain physical arrangements of the facilities of the Telephone Company and is therefore subject to the availability of the facilities.
B.	The Telephone Company does not transmit messages but offers the use of its facilities to its customers for communications between subscribers.
C.	DTFS is not represented as adapted for connection to other services of the Telephone Company, except as specified in this section and in Section 7 for Remoteline service. DTFS contemplates the provision of satisfactory transmission only between the access line and the calling station. DTFS will be terminated only at a customer's premises located in the State of New Hampshire. Additional terminations of an DTFS access line are furnished only on the premises of the same customer and located within the State of New Hampshire.
D.	Calls to DTFS access lines from exchanges of nonparticipating telephone companies and from all exchanges and localities outside the State of New Hampshire cannot be completed.

Verizon New England Inc.

11. Toll-Free Services
11.1 Dedicated Toll Free Service (DTFS)**11.1.2 Limitations**

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| E. | DTFS is furnished upon condition that the customer contract for adequate facilities to permit the use of the service without injurious effect upon general telephone services. If the use of DTFS causes impairment, disruption, or deterioration of general telephone services, the Telephone Company has the right to terminate the service. |
| F. | DTFS does not include calling card, person-to-person, collect, conference, or other calls requiring operator handling, except as provided in Section 11.1.1A1. |

11.1.3 Regulations

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| A. | Fraud and Abuse —DTFS is furnished subject to the condition that there is no abuse or fraudulent use of the service. In addition to the provisions of Section 1, the following also constitutes abuse or fraudulent use.
<ol style="list-style-type: none">1. The placing or acceptance of an DTFS call by an DTFS customer, his agent, employee, or representative, in response to an uncompleted message telecommunications call that was not completed in order to transmit or receive intelligence without the payment of the applicable toll charge. |
| B. | Service Interruption —Credit is given for interruption to an access line of 24 consecutive hours or more. An interruption to an access line not due to the negligence of the customer is credited at one-thirtieth of the monthly charge for the access line for each 24 hours or any fraction thereof of interruption. |
| C. | Minimum Service Period —One month. |
| D. | Initial and Additional Directory Listings may be provided with DTFS in accordance with Section 5. |

11.1.4 Responsibility of the Customer

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| A. | Customer Equipment
<ol style="list-style-type: none">1. DTFS may be used with customer provided terminal equipment and multi-line terminating systems, subject to the regulations in Section 11.1 and Section 4.2. DTFS may be used with data equipment (including telewriter equipment) and teletypewriter equipment for the reception of data signals. |
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Verizon New England Inc.

11. Toll-Free Services

11.1 Dedicated Toll Free Service (DTFS)

11.1.5 Application of Rates and Charges

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| A. | <p>Timing of Calls—Except as otherwise specified herein, timing begins when connection is established between a telephone associated with an DTFS access line and the calling telephone, and ends when the calling telephone hangs up, thereby releasing the network connection. If the called telephone hangs up, but the calling telephone does not, timing ends when the network connection is released by automatic timing equipment in the telecommunications network.</p> <ol style="list-style-type: none"> 1. When DTFS is directly connected (i.e. not connected through a multi-line terminating system or terminal equipment) at a customer's premises to a communications system not subject to Part 68 of the FCC's rules and regulations, chargeable time begins when the DTFS call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system not subject to Part 68. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with DTFS so that chargeable time may begin. a. Chargeable time is calculated in minutes and seconds. |
| B. | <p>Channels for Additional Termination of Access Lines—For additional terminations between points in the same exchange but not on the same premises, or additional terminations between points in different exchanges, rates and charges apply for a Private Line Type 2001A intraexchange/interexchange channel.</p> |
| C. | <p>Disconnection of Service—For connection of an access line for a customer at a location where an DTFS line was disconnected by the customer within the previous two weeks, charges for the new class of service commence the day following the date on which the prior service was disconnected.</p> |
| D. | <p>Premises Work Charges apply in addition to DTFS access line charges and usage charges.</p> <ol style="list-style-type: none"> 1. The premises work charges do not apply when service is connected in conjunction with Section 11.1.5C. |
| E. | <p>Volume Credit is based upon the customer's number of minutes during a bill period. The minute tapers are as follows.</p> <ol style="list-style-type: none"> 1. First 0–960 minutes 2. Next 961–4,800 minutes a. When a customer reaches a minimum of 961 minutes of use a volume credit applies. 3. Over 4,800 minutes a. When a customer's account accumulates over 4,800 minutes in a bill period, the volume credit for the over 4,800 minute taper applies to the cumulative monthly usage for all DTFS minutes for the account. |

Verizon New England Inc.

11. Toll-Free Services**11.2 Toll-Free Service**

11.2.1	Description
A.	Toll-Free service permits inward calling, without charge to the caller, from stations located in the State of New Hampshire LATA to a telephone number associated with the customer's local exchange, Centrex, PASL service or Public Access Line (PAL) service in the same LATA.
1.	Calls originating outside the service area (LATA) in which the customer is located will be denied access to the called number.
B.	Toll-Free does not include calling card, person-to-person, collect, conference, or other calls requiring operator handling, except as provided in Section 11.1.1A1.
C.	Optional Features
1.	Call Detail provides the date, time calling number, duration and originating exchange of each call to the customer's number, where suitable facilities exist.

11.2.2	Regulations
A.	Toll-Free is subject to the regulations for Dedicated Toll Free Service (DTFS) (refer to Sections 11.1.1E, 11.1.2, 11.1.3C and Section 11.1.3D).

11.2.3	Application of Rates and Charges
A.	The rates for Toll-Free service consist of monthly rates, S&E and usage charges that apply per 800 number.
1.	In addition to the rates and charges for Toll-Free service, main telephone exchange, PASL, PAL or Centrex service rates and charges apply.
2.	For usage charges, the charge per tenth of an hour is one tenth of the hourly rate.
3.	The Toll-Free service charge monthly rate per routing arrangement is reduced to a specified amount when an Toll-Free customer also subscribes to Business Link, or Customized Netsaver.
B.	A volume discount is applied to the cumulative monthly billing amount for all Toll-Free numbers associated with a billing telephone number.
C.	S&E charges apply as appropriate to establish Toll-Free service and call detail. S&E charges apply as appropriate, to change the local exchange telephone number associated with Toll-Free and to change the telephone number for Toll-Free.
1.	The S&E charge for call detail does not apply when it is provided in conjunction with the installation of Toll-Free service.

Verizon New England Inc.

11. Toll-Free Services
11.2 Toll-Free Service**11.2.4 Determination of Usage Charges**

- A. Usage is subject to a minimum average time requirement, which is a specified period of time used in determining usage charges and represents the minimum average length of calls completed during a billing period. When the average length per call during each billing period is less than the minimum average time requirement, billing will be based on the actual number of calls and the time requirement. The monthly usage charge is calculated in accordance with the following steps.
1. Determine the total amount of completed calls for each number for Toll-Free.
 2. Determine the equivalent hours used by multiplying the total amount of completed calls by the minimum average time requirements of 30 seconds (1 call = .5 minutes) and dividing by 60 minutes.
 3. Determine the total actual hours used for each number. Fractional parts of hours are measured in tenths of an hour.
 4. The total chargeable usage hours for each number will be whichever is the greater; equivalent hours or actual hours, rounded to the nearest tenth (one decimal place) of an hour.
 5. The total usage charge for each number is calculated by multiplying the chargeable hours by the usage hourly charge for Toll-Free.

Verizon New England Inc.

11. Toll-Free Services

11.3 Toll-Free Call Management Features

11.3.1	Description
A.	Toll-Free call management features are available for use in conjunction with Dedicated Toll Free Service (DTFS) and Toll-Free service, when such service is provisioned out of the Nynex 800 database.
B.	<p>Alternate Call Routing allows a customer to terminate the 800 telephone number at multiple locations, based on various parameters that identify where and when a call originates. Each customer is provided, at no charge one inactive alternate routing arrangement for use with the emergency update feature. Customers may select routing of calls by the following parameters.</p> <ol style="list-style-type: none"> 1. Time of Day/Day of Week allows a customer to determine where calls will be routed, to one of several destinations, at any given point in time. 2. Originating Area Code and NXX/Full 10-Digit Number allows a customer to determine how calls will be routed based on where the calls originate. This option is provided only when suitable facilities exist at the originating central office. 3. Specific Date allows a customer to develop an alternate service routing configuration that is based on the date that the call is made. The alternate service routing configuration will be activated on the customer specified date (i.e., a holiday or weekend). 4. Allocation to Terminating Location by Percentage of Calls allows a customer to redistribute or balance the calling volume among 800 telephone numbers. A customer can specify, in increments of 1%, the percentage of calls to be allocated to each of the terminating locations. 5. Multiple Carrier Selection allows a customer to route calls to multiple interexchange carriers based on the originating point of the call, time of day/day of week, or on an allocation basis.
C.	<p>Emergency Update is the activation or deactivation of a predetermined, inactive alternate route established as a backup to allow customers to arrange an alternative destination for their 800 calls during a situation they deem as an emergency. There is an S&E charge for the activation of this feature. When the feature is activated due to the failure of Telephone Company services or facilities, the S&E charge does not apply.</p> <ol style="list-style-type: none"> 1. Within five minutes of notification by the customer, the Telephone Company will activate the emergency alternate routing arrangement in the customer database record. If the Telephone Company fails to activate the emergency alternate routing arrangement within five minutes, the emergency update service and equipment charge is waived. Timing begins after identification and verification of a customer's alternative route.

Verizon New England Inc.

11. Toll-Free Services**11.3 Toll-Free Call Management Features**

11.3.1	Description
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2.	Subject to the terms of liability and indemnification (refer to Section 1), and in the event of labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God, customer negligence, failure of power, equipment or systems and other circumstances beyond its control, the Telephone Company shall be excused from the five minute activation interval and the associated waiver and credit.
D.	<p>Call Data Reports which are available subject to capacity limitations, allow the customer to obtain sampled information about calls made to the 800 number. The reports can contain such information as the originating NXX, time, number of calls completed versus attempts, etc. Customers are allowed one call data report (either summary or raw data) at no charge. All subsequent reports will be provided at the appropriate call data report charge. There are two types of call data reports.</p> <ol style="list-style-type: none">Summary Report provides formatted results at a high level of detail, as specified by the customer. Summary reports are available only on printed media.Raw Data Report provides all the details of the calls, for a time period specified by the customer. This report is available on printed media or magnetic tape.

Verizon New England Inc.

12. Other Services
12.1 Public Emergency Call Receiving Service

The rates and charges for services explained herein are contained in Part M, Section 1.12.

12.1.1 Description	
A.	Public emergency call receiving service is intended for use only by fire departments or other similar organizations of a local government where, because of lack of continuous attendance at headquarters, it is desirable to have telephones at a number of locations for receiving emergency calls.
B.	The service consists of an exchange line and associated customer provided special telephones at designated locations. Generally, a minimum of two and, because of transmission limitations, a maximum of ten emergency call receiving telephones are connected to the exchange line. <ol style="list-style-type: none">1. The exchange line, if desired, may be arranged for signal service with equipment located at the central office. Where signal service is provided, a special key at each telephone is to be arranged to actuate one or more signal control relays which in turn operator a customer provided siren.2. All public emergency call receiving telephones must be arranged to ring simultaneously on calls incoming to the number listed for the service. The telephones must be restricted to the receipt of calls and are not to be equipped with dials. Main telephone exchange service is required at each location where a public emergency call receiving telephone is located.
C.	A maximum of four additional central office numbers may be associated with this service. These numbers are bridged at the central office to the listed number to permit other persons calling the number to cut in on the line while a call is in progress.

12.1.2 Application of Rates and Charges	
A.	Premises work charges are applicable in addition to the monthly rates and S&E charges.
B.	Public emergency call receiving exchange lines are furnished at the lowest unlimited residence service rate offered in the exchange.
C.	For signal channels between the central office and siren locations, rates and charges apply for Private Line Type 1001 channels.

Verizon New England Inc.

12. Other Services
12.2 Universal Emergency Number Service-911**12.2.1 Description**

- A. As facilities permit, the Telephone Company will provide a universal central office number, 911, for the use of emergency service bureaus engaged in assisting local governments to protect the safety and property of the general public. It is intended that the 911 number provide the public with a means of simple and direct telephone access to such local emergency service bureaus.
- B. 911 lines are available to calls originated at telephones served from any central office located in the area served by the emergency service bureau. These lines provide the following features.
1. **Tone Application** permits differentiation between a caller who abandons a call before the emergency service bureau attendant answers and a caller who retains connection but is unable to speak.
 2. **Forced Disconnect** prevents a caller from tying up a line. The emergency service bureau attendant releases the line by going on-hook.
 3. **Called Party Hold** enables the emergency service bureau to retain control of the connection regardless of the calling party's switchhook status. In some situations, this feature is not available with lines furnished on a foreign central office or foreign exchange service basis.
- C. 911 service is furnished to emergency service bureaus providing 24 hour coverage and must be subscribed to in sufficient quantity to provide adequate service to the public.

12.2.2 Auxiliary Equipment

- A. Auxiliary equipment is directly connected to Universal Emergency Number Service 911 at the customer's premises and is furnished to existing customers at their present locations only. Such equipment is no longer available for new installations or additions to existing service. Maintenance of the equipment is provided subject to supply.

12.2.3 Regulations

- A. **Limitations**
1. This offering is limited to the central office number 911 only.
 2. 911 is not arranged to operate as a substitute for the main telephone exchange service of the emergency service bureau.

Verizon New England Inc.

12. Other Services**12.2 Universal Emergency Number Service-911**

12.2.4 Application of Rates and Charges	
A.	911 lines are furnished at the rates and charges for one-party measured business main telephone exchange service trunk lines.
1.	There is no message unit or usage allowance with 911 lines.
B.	If 911 lines are provided from an exchange other than that in which the emergency service bureau is located, rates and charges apply for Private Line Type 2006 channels.
C.	Rates and charges for Private Line Type 2006A channels in connection with foreign central office service do not apply to 911 lines.
D.	No charge applies to the calling party for calls to the 911 number.

Verizon New England Inc.

12. Other Services**12.3 Direct Inward Dialing (DID) Service for Private Branch Exchange (PBX) Systems**

12.3.1 Description	
A.	DID permits incoming dialed calls from the exchange network to reach a specific PBX station line without the assistance of an attendant. DID is provided subject to the availability of facilities.
B.	DID is furnished for use with compatible customer premises equipment subject to the regulations specified in Section 4.
C.	DID may be furnished on a foreign exchange or foreign central office service basis if it cannot be provided from the customer's normal serving central office (refer to Section 5.4). If the customer's normal serving central office later becomes equipped to provide DID service, the service may then be transferred to the customer's normal serving central office. This requires telephone number changes for which S&E charges apply.
D.	DID is designed for voice communications, not for the transmission of data. Data transmission is not guaranteed over facilities equipped with DID.
E.	All DID calls must be routed over the same PBX trunk group. Trunk lines arranged for DID may not be mixed in a trunk group with trunk lines not arranged for DID.

12.3.2 Responsibility of the Telephone Company	
A.	The Telephone Company accepts no responsibility for reserving telephone numbers to be used at a future time. If the provision of additional service necessitates telephone number changes, S&E charges apply.

12.3.3 Responsibility of the Customer	
A.	DID is furnished upon the condition that the customer must subscribe to adequate facilities (e.g. trunks, circuit packs, etc.) to permit the use of the service without injurious effect on general telephone service.
B.	The customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or a recorded announcement.

12.3.4 Provisions for Other Services	
A.	One primary directory listing is provided with this service.

12.3.5 Application of Rates and Charges	
A.	The rates and charges specified herein are in addition to premises work charges, PBX trunk line rates, and to the rates and charges for associated services and equipment.

Verizon New England Inc.

12. Other Services**12.5 Toll Access Trunk Lines for Private Branch Exchange Systems**

12.5.1 Description	
A.	Toll access trunk lines are available to a customer with a PBX system or Centrex service whose service is authorized for use by transient guests or tenants.
1.	These lines provide one-way access into the long distance network, via a Traffic Service Position System (TSPS), by permitting dialing of toll calls with operator intervention only for billing or charge information.
B.	Toll access trunk lines are provided on the basis of one toll access trunk line for each \$76.90 minimum average monthly toll revenue as determined from a quarterly analysis of the customer's toll revenues.
1.	If toll revenue information is not immediately available, one toll access trunk line may be provided temporarily, at the toll access trunk line rate, for every 15 guest telephones, subject to the requirement that each toll access trunk line furnished produces the minimum average monthly toll revenue as determined from an analysis of the toll revenues in the quarter following the initial installation.
2.	Toll access trunk lines in excess of these allowances are provided at the excess toll access trunk line rate.
C.	Toll access trunk lines may be used in conjunction with a call rating system by arranging the trunk lines to allow "0+number" calls to be routed via TSPS facilities and "1+number" calls to be routed directly into the long distance network.

12.5.2 Application of Rates and Charges	
A.	In addition to the monthly rates and S&E charges, premises work charges also apply.

Verizon New England Inc.**12. Other Services****12.6 Toll Diversion Trunk Lines for Private Branch Exchange Systems****12.6.1 Description**

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| A. | The trunk lines of a PBX system may be equipped so that attempts to dial toll calls from PBX telephones are diverted to an attendant or to a busy tone. This service is subject to the availability of suitable central office facilities. |
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12.6.2 Application of Rates and Charges

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| A. | A maximum charge (S&E) applies for all trunks equipped at one time. |
| B. | Premises work charges apply in addition to monthly rates and S&E charges. |

Verizon New England Inc.

12. Other Services
12.7 Trunk Multiplying Arrangements

12.7.1 Description

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| A. | A multiplying arrangement is furnished when a trunk line is multiplied between nonmultiple switchboard attendant position equipment or from a switchboard attendant position to station equipment of another type. |
| 1. | Multiplying arrangements are not involved for multiple appearances of a trunk line between attendant positions of a multiple switchboard installation. |

12.7.2 Application of Rates and Charges

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| A. | Rates and charges for trunk multiplying arrangements are comprised of S&E charges and monthly rates. |
| B. | The rates and charges for service are in addition to those for appropriate PBX trunk lines, premises work charges and to S&E charges and all other applicable rates and charges for associated service and equipment. |

Verizon New England Inc.

12. Other Services**12.8 Arrangements for Toll Billing Information for Private Branch Exchange Systems****12.8.1 Description**

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| A. | PBX and Centrex service customers may obtain details of originating toll calls to associate them with specific lines, telephones, departments, or projects by means of code numbers. These numbers are intended for customer's internal accounting purposes. |
| 1. | Bills for toll calls will be rendered at the appropriate toll rates for operator handled or person-to-person calls in accordance with the number furnished to the toll operator at the time the call is placed. |

12.8.2 Application of Rates and Charges

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| A. | In addition to S&E and monthly rates, premises work charges also apply. |
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Verizon New England Inc.

12. Other Services**12.9 Special Central Office Terminal Equipment (SCOTE) for Private Branch Exchange Systems**

12.9.1 Description

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| A. | This equipment is for night, Sunday, and holiday service and is available with manual systems where compatible with service arrangements. |
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12.9.2 Application of Rates and Charges

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| A. | In addition to S&E and monthly rates, premises work charges also apply. |
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Verizon New England Inc.

12. Other Services
12.10 Secretarial Concentrator Identifier Service

12.10.1 Description	
A.	Secretarial Concentrator Identifier is an arrangement of equipment for connecting telephone answering bureaus with their customers in exchange areas other than those in which the answering bureau is located. This equipment permits common use of a few interexchange channels, thus eliminating the necessity of providing a separate interexchange extension line from each customer's line to the answering bureau. Systems can be arranged to provide a maximum of six interexchange channels.

12.10.2 Application of Rates and Charges	
A.	Concentrator lines are provided at the rates and charges for Private Line Type 2001A channels.
B.	Concentrator equipment is subject to a maximum termination liability charge which reduces one-sixtieth for each month in-service at full rates.
C.	Identifier equipment is subject to a maximum termination liability charge which reduces one-sixtieth for each month in-service at full rates.
D.	Premises work charges apply in addition to monthly rates and S&E charges for service and equipment.

Verizon New England Inc.

12. Other Services**12.11 Secretarial Concentrator Service Bridging Connections****12.11.1 Description**

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| A. | Secretarial concentrator service bridging connections are available for main telephone exchange, PBX trunk or Student Centrex lines, or Centrex service lines. |
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12.11.2 Application of Rates and Charges

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| A. | In addition to the monthly rates and S&E charges, premises work charges apply for main telephone exchange, PBX trunk or Student Centrex service lines, and for Centrex service lines. |
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Verizon New England Inc.

12. Other Services**12.12 Secretarial Concentrator-Central Office Concentrator Service**

12.12.1	Description
A.	Central Office Concentrator service provides a Telephone Answering Service (TAS) bureau to the ability to consolidate incoming calls to client's (the term client refers to the customer of the TAS), lines to a smaller number of channels connected to the customer's premises equipment. The system has a capacity of 768 client line terminations and 16 outgoing channels to the customer's premises equipment.
B.	Central Office Concentrator service utilizes equipment located in the Telephone Company's central office to detect the ringing signal to a client's line and immediately process the call to the customer's premises equipment. A variable ring count feature provides the ability to change the client's ring count from the customer's premises. The signaling arrangement for call processing from the concentrator to the subscriber's premises equipment is standard DID type signaling.
C.	The service is provided based on availability of central office facilities and can be used with either Telephone Company or customer provided suitably equipped premises equipment. The Telephone Company does not guarantee the compatibility of Central Office Concentrator service with any particular manufacturer's premises equipment.

12.12.2	Application of Rates and Charges
A.	For channels connecting the concentrator with the customer's premises equipment, rates and charges apply for Private Line Type 2001A channels.
B.	Bridging connection equipment in the central office to connect a concentrator with a client line termination is provided at rates and charges specified in Section 12.12.
C.	Equipment addition charges apply for adding hardware subsequent to the initial installation. The charge is comprised of a system charge which is a one time charge. They are in addition to the S&E charges for the hardware and to any other applicable rates and charges.
D.	Two Station Arrangements for a Private Line Type 1006 channel, are required to change the variable ring count feature of the master concentrator.

12.12.3	Variable Term Payment Plan (VTPP)
A.	Central Office Concentrator service is furnished under the VTPP. All conditions and regulations pertaining to the VTPP are contained in Section 1 except as specified herein.
B.	The VTPP rates are payable over an Optional Payment Period (OPP) selected by the customer. The available OPPs are month-to-month, 48 months and 72 months.
C.	One time and S&E charges may be deferred or VTPP monthly rates may be prepaid subject to the regulations specified in, Section 1.

Verizon New England Inc.

12. Other Services**12.12 Secretarial Concentrator—Central Office Concentrator Service**

12.12.3 Variable Term Payment Plan (VTPP)	
D.	Transfer of Service may be provided at a transfer of service charge, subject to the regulations Specified in, Section 1.
E.	Termination Liability —For termination prior to term expiration, the applicable termination liability is dependent upon the OPP selected by the customer. For the month-to-month OPP, there are no termination charges. For the 48 month and 72 month OPPs the termination charges are 60% of the remaining amount due.
F.	Vintage I rates and charges apply for the 48 and 72 month OPPs for service installed prior to December 15, 1984, or ordered prior to December 15, 1984 if installed in accordance with the Telephone Company's established installation practice. <ol style="list-style-type: none">1. Vintage II rates and charges apply for the 48 and 72 month OPPS for services ordered on or after December 15, 1984.2. Month-to-month rates and charges shown on the latest Vintage schedule apply for services under that payment option as of the effective date of this tariff, regardless of when service was ordered.

Verizon New England Inc.**12. Other Services****12.13 Service Through Miscellaneous Common Carriers**

12.13.1 Description	
A.	Interconnected service to and from mobile units of customers of a miscellaneous common carrier with which arrangements have been made for the interchange of telephone traffic is available through interconnecting equipment and local connecting channels provided by the Telephone Company.
B.	Customers of a miscellaneous common carrier mobile radio system arranged for unlimited interconnected service are furnished interconnected service at a monthly rate per mobile unit which covers all local message use in the unlimited calling area applicable to unlimited business service.
C.	Interconnected service local messages are messages to stations in the local service area or message unit area of the Telephone Company's serving exchange from mobile units within range of the miscellaneous common carrier base station that serves the area where the point of connection to the facilities of the Telephone Company is located.

12.13.2 Application of Rates and Charges	
A.	Additional charges, which the miscellaneous common carrier bills to and collects from its customers, are applicable to its portion of the interconnected service as set forth in tariffs of the miscellaneous common carrier.
B.	Unlimited interconnected service is furnished at monthly rates, per mobile unit.

Verizon New England Inc.

12. Other Services**12.14 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-Type A**

12.14.1	Description
A.	ACD-ESS provides for distribution of a large volume of incoming calls to answering positions. If all positions are busy, calls are held in their order of arrival in queue until an answering position becomes available or the caller hangs up.
B.	ACD-ESS is furnished only from No. 1 Electronic Switching System Central Office equipment with the appropriate generic program.
C.	Lines terminating in the system may consist of trunk lines (local or foreign exchange), WATS lines, tie lines, or a combination of these lines.
D.	ACD-ESS requires no unique station equipment and may be provided to lines equipped with any standard single line telephone or key telephone equipment.
E.	The customer's primary location is normally served from the same central office as that from which the ACD-ESS is provided. One channel is provided from the central office to the customer's location for each ACD answering position. No separate charges apply to these channels as long as the number of channels is equal to or is exceeded by the total number of facilities provided for local exchange access, foreign central office, foreign exchange, WATS, and interexchange tie lines including CCSA terminations.
F.	Service may be provided to a primary location served by a central office other than that in which the ACD-ESS equipment is located subject to operating limits and the availability of facilities and equipment.
G.	Standard Features <ol style="list-style-type: none"> <li data-bbox="302 1234 1414 1329">1. Add On Conference and Consultation Hold allows an attendant to establish a three-party conversation with the option of keeping one of the two-parties on hold while having a private conversation with the other. <li data-bbox="302 1335 1414 1398">2. Call Transfer allows incoming calls to an attendant position to be transferred to another position. <li data-bbox="302 1413 1414 1455">3. Dial Intercommunication Between ACD Stations <li data-bbox="302 1461 1414 1524">4. Direct Outward Dialing allows an attendant to gain access to the exchange network by dialing an access code. <li data-bbox="302 1530 1414 1612">5. Uniform Call Distribution with Queuing provides an even distribution of incoming calls to available answering positions.
H.	Optional Features <ol style="list-style-type: none"> <li data-bbox="302 1671 1414 1734">1. Call Waiting Indication provides a visual indication of the length of time calls are held before answered. <li data-bbox="302 1740 1414 1839">2. Delay Announcements provides an announcement to calls held in queue for a customer's specified period of time. The same or a unique announcement may be used for a second, third, or fourth announcement interruption.

Verizon New England Inc.

12. Other Services**12.14 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-Type A**

12.14.1 Description
H. (Continued)
3. Night Service provides the capability to route calls directed to unattended answering positions equipped for night service to preselected answering positions.

12.14.2 Regulations
A. Minimum Service Period —12 months for an ACD-ESS system.

12.14.3 Application of Rates and Charges
A. If the number of ACD answering positions exceeds the total specified for incoming call facilities, rates and charges apply for a Private Line Type 2001A channel between the customer's location and the serving central office for each additional answering position.
B. When service is provided to a primary location served by a central office other than that in which the ACD-ESS equipment is located, rates and charges apply for a channel between the ACD-ESS central office and the customer's normal serving central office for each answering position provided at that location. Channels for answering positions between the normal serving central office and the customer's location are provided without separate charge subject to the same conditions specified in Section 12.14.1E.
C. In addition to the rates and charges for ACD-ESS, premises work charges and rates and charges for associated services and equipment are applicable.
D. The service establishment charge applies when the system is initially established, and is in addition to all other applicable rates and charges.
E. For central office termination, when intercommunication is provided between stations of a Centrex system and stations or terminals of an ACD-ESS system, rates and charges for tie lines and tie line terminations for each path arranged to allow simultaneous calls between the systems. 1. One queue slot per two stations is provided.
F. For make busy arrangements and night service, rates and charges apply for a Private Line Type 1001 channel for the channel between the customer premises and the ACD-ESS Central Office.
G. For call waiting indication, arrangements may be provided to indicate up to three different call waiting indications for calls in the queue. Rates and charges apply for a Private Line Type 1001 channel for each different indication.
H. For Night service, rates and charges apply for a Private Line Type 1001 channel.

Verizon New England Inc.

12. Other Services**12.14 Automatic Call Distributing Systems Provided by Electronic Switching Systems (ACD-ESS)-Type A**

12.14.3 Application of Rates and Charges

- | | |
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| I. | Rates and charges for local exchange access facilities terminating on ACD-ESS queuing equipment are as specified in Section 5 for PBX trunk lines. |
|----|--|

Verizon New England Inc.**12. Other Services**
12.15 Group Alerting System

12.15.1 Description	
A.	This service is an arrangement to provide alert calling, on a manual basis, to a single group of predetermined telephone lines or to several groups of these same telephone lines from a control telephone. Communication is provided on a two-way basis between the control telephone and the called telephones but not between called telephones during an alert. Called telephones may be arranged to answer an alert call only during the ringing interval or at any time the alert call is in progress.
B.	Alerting systems may be provided only in conjunction with Centrex service.
C.	The called telephones in a Group Alerting System may be arranged in one of the following groups. <ol style="list-style-type: none">1. As a single group2. In two groups of 21 or less with all group signaling3. In two groups with a maximum of 42 in one group and 21 in the other with all group signaling4. In three groups of 21 or less with all group signaling.
D.	This service is provided subject to the availability of suitable facilities and when all telephones of a system are located within the same exchange. Interoffice or interexchange facilities may not be compatible with these arrangements and any commitment to associate these channels with a system is subject to transmission limitations.

12.15.2 Responsibility of the Telephone Company	
A.	Liability in case of failure of service shall be governed by the applicable General Regulations in Section 1. The Telephone Company shall not be liable, in any event not effectually so governed, for failure of service not resulting from its own gross neglect, nor, in any event, for any indirect consequence of a failure of service, in view of the furnishing of the service at the filed rates.

12.15.3 Use of Service	
A.	Shared use of these facilities is permitted when the service is provided for and ordered by a Civil Defense Agency for alerting purposes. The charges under these circumstances may be computed as though the facilities were furnished to a single customer and without affecting the ultimate responsibility for payment of charges, will be allocated for billing purposes among the customers in accordance with prorated amounts specified by the Civil Defense Agency and agreed to by the customers; such amounts to remain in effect for a minimum of one month.

Verizon New England Inc.

12. Other Services
12.15 Group Alerting System

12.15.4 Application of Rates and Charges	
A.	In addition to the rates and charges for equipment located in the central office, rates and charges for services with which the group alerting and dispatching system is associated are also applicable.
B.	Service charges apply as appropriate. Service charges apply in addition to the S&E change charges.
C.	Rates and charges for Private Line Type 2001 channels apply for private line telephone channels between the common equipment and the control telephone location.
D.	Rates and charges for Private Line Type 1001 channels apply for private line signal channels between the common equipment and the control telephone location, per control station line, per signal group.
E.	S&E charges apply to change the answering arrangement of called telephones or to change the basic group arrangement at the common equipment.

Verizon New England Inc.

12. Other Services**12.16 Private Switch/Automatic Location Identification (PS/ALI) Trunks****12.16.1 Description**

- | | |
|----|--|
| A. | PS/ALI trunks provides a Private Branch Exchange (PBX) customer dedicated routing to the E911 tandem facility to allow transmission of the automatic number identification to lookup the automatic location identification, as well as provide a dialable call back number for the public service answering point to use if needed. This service is provided subject to the availability of suitable facilities. |
| B. | A minimum of two PS/ALI trunks are required. |

12.16.2 Responsibility of the Telephone Company

- | | |
|----|---|
| A. | Liability —The Telephone Company's liability for interruption or failures of this service shall not exceed an amount equivalent to the proportionate charge to the customer for the period of time that the PS/ALI trunk was fully or partially inoperative. |
|----|---|

12.16.3 Regulations

- | | |
|----|--|
| A. | Temporary Suspension of Service is not provided for this service. |
|----|--|

12.16.4 Application of Rates and Charges

- | | |
|----|--|
| A. | Neither usage charges nor foreign exchange mileage charges apply to PS/ALI trunks. |
| B. | A monthly rate and NRC apply in addition to service and equipment charges. |

Verizon New England Inc.

13. Reserved for Future Use

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14. Promotional and Market Trial Programs**14.1 Description****14.1.1 General**

- A.** Promotional and market trial programs may be introduced from time to time, as market conditions warrant, following advance notification to the PUC. Such programs may include, but are not limited to discounts, reductions, increases or waivers of the appropriate rates and/or charges for the services provided or trial rates and/or charges for potential service offerings. The time periods, locations, tracking plans and terms and conditions applicable to each promotion or market trial program are provided to the PUC at the time of notification.
- 1.** Promotional and market trial programs will be implemented following seven days notice to the PUC or after resolution of objections or concerns which may be raised by the PUC.

14.1.2 Impulse Calling Program

- A.** Impulse Calling is offered from time to time, at the Telephone Company's discretion and designed to stimulate impulse calling during off-peak period.
- 1.** Impulse Calling applies to dial station-to-station service and to any MTS point within the New Hampshire LATA, at special reduced rates during an appointed hour(s) on a selected day.
- B.** Impulse Calling is not applicable to calls rated at reduced charges for Selective Calling. It is applicable to MTS reduced charge discounts for disabled persons while the program is in effect.
- C.** **Reduced Charges** for customer dialed MTS calls, made during the program period, will consist of a specific LATAwide rate for an initial block of time and a uniform overtime rate for each additional minute or fraction thereof. Each time the program is offered, the rates and time periods may be different; however, the reduced rates will never result in a charge which is less than 25% of a comparable call made during the same time period.

14.1.3 Flat Rate ISDN BRI

- A.** This market trial, which is furnished subject to the availability of facilities, provides flat rate ISDN BRI service for both residential and business customers.
- 1.** Flat Rate ISDN BRI service consists of unlimited circuit switched data local usage.
- 2.** This flat rate option is available for purchase from February 25, 2003 to February 25, 2004. At the end of the one-year trial, it will be determined whether Flat Rate ISDN BRI will be introduced as a general tariffed offering. In the event it is not, the TELCO will continue to offer Flat Rate ISDN BRI on a grandfathered basis to existing customers for an additional 24 months.
- 3.** Service will only be available in the following exchanges:
- | | |
|----------------|-----------|
| Center Ossipee | Lancaster |
| Greenfield | Colebrook |
| Deerfield | Pittsburg |
- 4.** Eligibility for business customers is limited to businesses with six (6) or fewer lines.
- 5.** Service is limited to no more than 50 total business lines in each of the specified exchanges. There is no limit to the number of residence lines allowed.
- B** Trial rates are in addition to the monthly basic exchange service rates.

(N)

(N)

15. Service Packages**15.1 WORKSMART Packagessm**

15.1.1	Description
A.	<p>WorkSmart which is offered subject to the availability of suitable facilities provides business customers with the option to subscribe to one of the following feature packages and provides discounts to subscribers who commit to a 12, 24, or 36 month commitment period.</p> <ol style="list-style-type: none"> 1. Feature Pkg. 1— Call Waiting, Call Forwarding, Caller ID 2. Feature Pkg. 2— Call Waiting, Call Forwarding, Three Way Calling, Caller ID 3. Feature Pkg. 3— Call Forwarding, Three Way Calling, Caller ID 4. Feature Pkg. 4— Call Waiting, Call Forwarding, Three Way Calling, Call Waiting ID with Name 5. Feature Pkg. 5— Call Waiting, Call Waiting ID with Name, Three Way Calling 6. Feature Pkg. 6— Call Waiting, Call Forwarding, Call Waiting ID with Name
B.	<p>WorkSmart is offered subject to the following conditions.</p> <ol style="list-style-type: none"> 1. WorkSmart is not available to customers who have analog or digital Centrex, ISDN, or PBX trunks. 2. WorkSmart is not available with temporary suspension of service. 3. WorkSmart is only available with touch-tone service.
C.	<p>WorkSmart is available only to customers who utilize the Telephone Company as their local service provider, and whose basic service is provided over the Telephone Company's access lines.</p>

(C)
(C)

15.1.2	Regulations
A.	<p>Termination Liability— For a customer who terminates service prior to the expiration of the commitment period and does not reconnect service at another business location prior to the end of the commitment period the following termination liability applies.</p> <ol style="list-style-type: none"> 1. No termination liability applies if a WorkSmart customer terminates service within sixty days. 2. A termination liability applies if a WorkSmart customer terminates service between two months and the end of the contract period. 3. The termination liability does not apply when a WorkSmart customer subscribes to digital centrex service prior to the expiration of his WorkSmart commitment period.
B.	<p>Transfer of Service— WorkSmart may be re-located to a different premise. The number of access lines in service at the new location must be greater than or equal to the number of lines in service at the previous location.</p>

Verizon New England Inc.

15. Service Packages

15.1 WORKSMART Packagessm

15.1.2 Regulations

- | | |
|----|---|
| C. | Customer Premise Equipment —The customer may be required to purchase customer premises equipment applicable to the services selected in the appropriate feature package as specified in the tariff regulations for the services contained in the subscribed specific feature packages. |
|----|---|

15.1.3 Application of Rates and Charges

- | | |
|----|--|
| A. | Monthly rates apply for the individual service items that comprise a feature package, and are in addition to the rates and charges for the associated main telephone exchange service, and for other associated services. |
| B. | <p>Discounts—When the customer subscribes to a 12, 24 or 36 month commitment period a percentage discount will be applied to the monthly rate.</p> <p>1. Service Order—A discount applies to the service and equipment charge to install a new or additional network access line</p> <p>2. One Time Charge</p> <p>a. A discount applies to the applicable one time charge when an existing customer orders WorkSmart.</p> <p>b. A one time charge does not apply when a customer changes from one WorkSmart package to another WorkSmart package during their term agreement.</p> <p>c. A one time charge does not apply when an existing WorkSmart customer renews his WorkSmart package term agreement.</p> <p>3. Monthly Rates—A percentage discount applies to the monthly rates that apply for the individual service items that comprise a feature package.</p> <p>4. Additional Line—When a customer orders an additional network access line equipped with a WorkSmart feature package, the customer receives an additional discount off the monthly rate for the services in the WorkSmart package on that additional network access line.</p> |
| C. | <p>Change in Length of Commitment Period—A customer may, at any time prior to the expiration of their commitment period, change to a longer or shorter commitment period at the then effective discount tariff rate.</p> <p>1. The termination liability does not apply when a customer changes his commitment period to a commitment that is longer or shorter than the time remaining in the existing commitment period.</p> <p>2. A one time charge does not apply when a customer changes the length of his commitment period.</p> |

Verizon New England Inc.

15. Service Packages
15.2 ValuePack

15.2.1	Description
A.	ValuePack is a billing arrangement whereby one-party residence customers can subscribe to any number of the following services/features and allowable combinations thereof at a single discounted monthly rate. The services are provided subject to their individual service regulations specified elsewhere in Section 7.
1.	Custom Calling Services — Call Forwarding, Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Waiting, Speed Dialing 8, Speed Dialing 30, Three Way Calling (T)
2.	Phonesmart Services — Call Waiting ID Deluxe, *69, Call Waiting ID with Name, Caller ID - Number Only, Caller ID, Busy Redial (T)
3.	Distinctive Ring Service
B.	ValuePack is available only to customers whose basic service is provided over the Telephone Company access lines.

15.2.2	Application of Rates and Charges
A.	Monthly Rates —In lieu of the monthly rates that would otherwise apply for the individual services available in the ValuePack package, a single ValuePack monthly rate will apply per line equipped, when a customer subscribes to those services as offered under ValuePack.
1.	The ValuePack monthly rate is in addition to the rates and charges for the associated one-party main telephone exchange service, as well as other applicable rates and charges that apply for other associated services.
B.	Service Charges —One time charges do not apply.

Verizon New England Inc.

15. Service Packages
15.3 Call Manager Package

15.3.1	Description
A.	Call manager package is a billing arrangement which provides one-party residence customers the option to select one of the following feature packages subject to their individual service regulations specified elsewhere in Section 7 and subject to the availability of suitable facilities. 1. Package 1 —Call Waiting ID with Name, Call Forwarding Busy Line/Don't Answer, and Call Waiting (T) 2. Package 2 — Call Waiting ID Deluxe, Call Forwarding Busy Line/Don't Answer, and Call Waiting (T)

15.3.2	Application of Rates and Charges
A.	Monthly Rates —In lieu of the monthly rates that would otherwise apply for the individual services, a single call manager package monthly rate will apply per line equipped, when a customer subscribes to those services as offered under call manager package. 1. The call manager package monthly rate is in addition to the rates and charges for the associated one-party main telephone exchange service, as well as other applicable rates and charges that apply for other associated services.
B.	Service Charges do not apply to subscribe to call manager package.

Verizon New England Inc.

15. Service Packages
15.4 Local and Toll Package

(C)

15.4.1 Description	
A.	The Local and Toll Package is a billing arrangement which provides residence customers with a combination of the following services. All services are provided subject to their individual service regulations specified elsewhere in the tariff. (C)
1.	One-party unlimited exchange service
2.	TouchTone
3.	ValuePack (excluding Speed Dialing 8 Codes)
4.	Five hours of cumulative message time on customer dialed intraLATA toll calls within the state of New Hampshire. Eligible message time consists of the following.
a.	Customer dialed station-to-station sent-paid calls and operator completed station-to-station sent-paid calls when facilities are not available for customer dial completion.
b.	Operator completed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
B.	Local and Toll Package is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. (C)
C.	All services are provided subject to their individual service regulations specified elsewhere in the tariff.

15.4.2 Application of Rates and Charges	
A. Monthly Rates—	In lieu of the monthly rates that would otherwise apply for the individual services/features, a single Local and Toll Package monthly rate will apply. (C)
B.	Accumulation of message time is done on a per second basis. At the end of the customer's billing period, the sum of accumulated seconds is rounded to the next higher minute.
C.	Service and equipment charges for installation of a network access line or changing the class or grade of service do not apply when the customer is also subscribing to the Local and Toll Package. One time charges also do not apply to add a feature. (C)

Verizon New England Inc.

15. Service Packages**15.5 Verizon Local Package Extrasm/Verizon Local Packagesm**

(T)

15.5.1	Description	
A.	Verizon Local Package Extra sm /Verizon Local Package sm are billing arrangements which provides residence customers with a combination of local services plus an optional feature package for a single monthly rate. All services are provided subject to their individual service regulations specified elsewhere in the tariff.	(T)
1.	Verizon Local Package Extra sm /Verizon Local Package sm includes the following services.	(T)
a.	One-party unlimited exchange service	
b.	Touchtone	
c.	Local directory assistance with an unlimited call allowance.	
2.	In addition, customers can select either Verizon Local Package sm which consists of three, or Verizon Local Package Extra sm which consists of four or more of the following services:	(T)
a.	*69	(T)
b.	Anonymous call rejection	
c.	Call forwarding busy line/don't answer	
d.	Call forwarding	
e.	Call waiting	
f.	Caller ID, or Call Waiting ID with Name, or Caller ID – Number Only, or Call Waiting ID Deluxe	
g.	Distinctive ring-package I	
h.	Distinctive ring-package II	
i.	Busy Redial	
j.	Speed dialing 30	
k.	Three-way calling	
B.	The Verizon Five Cents Plan sm is an optional calling plan which is offered, available and compatible as a supplement to line(s) subscribed to Verizon Local Package Extra sm or Verizon Local Package sm .	(T)
1.	This plan provides for a uniform per minute rate to be charged for Verizon Local Package Extra sm and Verizon Local Package sm customers' qualifying regional toll usage twenty-four hours a day, seven days a week.	(T)
a.	Regional toll usage consists of directly dialed calls outside of the local calling area but within the 603 calling area.	(T)
2.	Qualifying usage includes customer dialed station-to-station sent-paid toll calls and to those operator completed station-to-station sent-paid toll calls when facilities are not available for customer dial completion and to operator completed station-to-station sent-paid toll calls for disabled persons unable to dial calls because of their handicap.	(T)
3.	Qualifying usage does not include calls to 700, 800, and 900 services, billed to a third telephone number calls; collect calls; person-to-person calls; Calling Card calls; conference; call connect *69, and other calls that normally require an operator, except for those calls specified above.	(T)
C.	The Verizon Five Cents Plan is not available in conjunction with other regional toll calling plans or services.	
D.	The Verizon Five Cents Plan is available only to Verizon Local Package Extra sm and Verizon Local Package sm customers who utilize the Telephone Company as their intraLATA toll service provider.	(T)
E.	Verizon Local Package Extra sm /Verizon Local Package sm is not available to customers receiving a lifeline reduction in monthly basic exchange service rates.	(T)

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 President-NH

Verizon New England Inc.

15. Service Packages

15.5 Verizon Local Package Extrasm/Verizon Local Packagesm

(T)

15.5.2 Application of Rates and Charges	
A.	Monthly Rates — In lieu of the monthly rates that would otherwise apply for the individual services included in the packages, the Verizon Local Package Extra sm and Verizon Local Package sm monthly rate will apply.
B.	Usage - A uniform rate per minute applies to regional toll usage. This rate does not vary by the time of day, day of week, or distance. Message charges do not apply.
C.	Accumulation of message time for the Verizon Five Cents Plan is done on a whole minute basis. Individual messages with fractional totals are rounded to the next higher minute.
D.	The Verizon Five Cents Plan sm rates are in addition to the rates and charges for the associated Verizon Local Package Extra sm and Verizon Local Package sm service.
E.	Discounts — Usage associated with Verizon Five Cents Plan does not qualify for any additional discount.
F.	Service and Equipment Charges associated with the installation of a network access line or for changing the class or grade of service do not apply when the customer is also subscribing Verizon Local Package Extra sm or Verizon Local Package sm . One time charges do not apply to add a feature.

(T)

(T)

(T)

(T)

Verizon New England Inc.

15. Service Packages**15.6 Multi-Line Package Bonus Discount**

15.6.1	Description	
A.	Multi-line package bonus discount is a billing arrangement that provides one-party residence customers that have two or more access lines and purchase one or more of the following services/packages in allowable combinations, with a discount.	
1.	Verizon Local Package Extra sm	(T)
2.	Prior to October 19, 2002, Multi-Line Package Bonus Discount will be furnished to existing Verizon Local Package Extra sm and Verizon Local Package sm customers. Effective October 19, 2002, Multi-Line Package Bonus Discount will apply to Verizon Local Package Extra sm .	(T)
3.	ValuePack	(T)
4.	Local and Toll Package	
5.	Verizon Regional Package Extra sm	(T)
B.	To be eligible for the multi-line package bonus discount, all the customer's lines must be on the same premises and billed to the same customer and billing telephone number.	
C.	Multi-line package bonus discount is available only to customers whose basic service is provided over Telephone Company access lines.	
D.	The services and packages are provided subject to their individual service regulations specified elsewhere in the tariff.	
E.	Multi-line package bonus discount is not available on services for which customers are receiving a lifeline reduction in monthly rates.	
15.6.2	Application of Rates and Charges	
A.	A percent discount applies to the monthly rate for each eligible service/package on each line.	

Verizon New England Inc.

15. Service Packages
15.7 Package Bonus Discount

15.7.1 Description	
A.	Package bonus discount is a billing arrangement that provides a discount to eligible one-party residence customers that purchase the following service(s).
1.	Call Intercept Service
2.	Talking Call Waiting
B.	To be eligible for the package bonus discount, the customer must subscribe to one of the following packages:
1.	Verizon Local Package Extra sm
2.	ValuePack
3.	SoundDeal
4.	Verizon Regional Package Extra sm
D.	Services and packages are provided subject to their individual service regulations specified elsewhere in the tariff.

(T)

(T)

15.7.2 Application of Rates and Charges	
A.	A percent discount applies to the monthly rate for each service specified in 15.7.1A.
B.	A one-time charge does not apply to establish package bonus discount.

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President-NH

Verizon New England Inc.

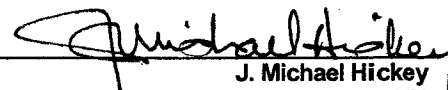
15. Service Packages

15.8 Corporate Rewards

15.8.1	Description	
A.	Corporate rewards provides business customers with an optional calling plan and an access line discount applicable to selected services as described below:	
1.	Qualifying Usage — Uniform rates that do not vary by time of day or day of week, billed on a per minute basis and timed at one second increments, apply to the following types of customer-dialed station-to-station sent paid and applicable customer-dialed station-to-station calling card calls.	(C) (C)
a.	Measured Local	(C)
b.	Toll	
c.	Toll Free and Dedicated Toll Free	
d.	Toll circuit switched data	
e.	Calling card calls made via the BAAN single rate platform	
2.	Volume Discount — applies a discounted rate to qualifying, monthly usage charges aggregated from all of a customer's billing telephone numbers (BTNs) within the state that subscribe to Corporate Rewards. The volume discount rate is automatically adjusted should a customer's qualifying usage vary between usage tiers. The qualifying usage tier is determined by rating usage at the Corporate Rewards base rate. There is a maximum and a minimum qualifying usage threshold that a customer's usage must be within in order to qualify for a volume discount.	(C) (C)
3.	Loyalty Discount — applies in the 13th month, for each consecutive year, up to and including the fifth year, a customer will receive an increased loyalty discount. After the fifth year, customers will continue to receive a loyalty discount capped at the fifth year discount level. Loyalty discount will apply to the customer's discounted monthly usage charges and will be applied on a BTN level. Customers that exceed the Tier 4 maximum monthly aggregated usage volume will not receive a loyalty discount.	(C) (C)
4.	Access Line Discount — applies to Individual Message Business (IMB), Trunks, Centrex Plus, ISDN Basic, ISDN PRI, Flexpath and Enhanced FlexGrow® lines. Customers will receive a fixed dollar discount on eligible access lines. Access lines included in customer specific pricing agreements are ineligible for the access line discount. However, customers with customer specific pricing agreements are eligible to subscribe to and receive the benefits of all the other Corporate Rewards components. Customers that exceed the Tier 4 maximum monthly aggregated usage volume will not receive access line discounts. Customers that do not exceed the Tier 1 maximum monthly usage volume will not receive access line discounts For customers subscribing to a two or three-year Corporate Rewards Service Agreement, access line discounts will apply only to those access lines rated on the shortest term period available. Customers must convert their existing access lines to the shortest term period available in order to be eligible for the two or three-year access line discounts.	(C) (C)
B.	Eligibility —	(D) (D)

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15. Service Packages
15.8 Corporate Rewards

15.8.1	Description	
B.	Minimum Usage Threshold — A customer must meet a minimum monthly usage threshold. The minimum monthly usage threshold is equal to 20% of the tier one minimum usage threshold that qualifies customers for a volume discount. Should a customer's actual monthly aggregate qualified usage revenue be less than the minimum usage threshold, a minimum usage fee will be applied to the customer's main billing telephone number. The minimum usage fee is equal to the difference between the minimum monthly usage threshold and the customer's actual monthly aggregate qualified usage revenue.	(T)
C.	Service Agreement — Customers are required to sign a one-, two- or three-year service agreement. At the end of the term period, the service agreement will be automatically renewed for a one-year term unless the customer notifies the Telephone Company otherwise. Customers will be required to identify a main billing telephone number in the service agreement to which any applicable minimum usage charge or termination charge will be applied.	(T)(C) (C)
D.	Termination 1. Customers may terminate participation at any time provided the customer gives the Telephone Company a 60-day written notice. The termination will go into effect in the first full billing period following the 60-day notification period. If a customer chooses to cancel the service agreement or disconnects the main billing telephone number identified in the service agreement, prior to the expiration date of the term set forth in the service agreement a termination liability charge will apply. a. In addition, customers that sign a two or three-year service agreement will be required to return all access line discounts received in accordance with their service agreement. Discounts that must be returned will be calculated as follows: $\text{Number of access lines/services} \times \text{discount amount per access line/services} \times \text{number of months expired under the service agreement.}$ 2. A customer is exempt from paying a termination liability charge under the following conditions: a. A customer migrates to another Telephone Company product or service, selects a new main billing telephone number; or b. A customer terminates participation on the expiration date of the service agreement. The Customer must provide written notice prior to the expiration date. The Telephone Company will terminate the plan in the first full billing period following the sixty day written notice or the first full billing period following the expiration date, whichever is later.	(T) (C) (C) (C) (C)

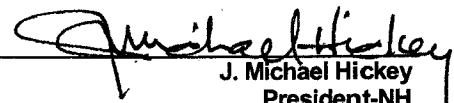
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15. Service Packages
15.8 Corporate Rewards

15.8.2 Application of Rates and Charges	
A.	With the exception of the incremental charge for calling card calls made via the BAAN single rate platform, there is no per message charge applicable to corporate rewards qualifying usage. (X)
B.	Corporate rewards is not available with the following usage.
1.	Any local, toll or toll circuit switched data optional calling plan/customer specific pricing (CSP) plan calls
2.	Public access line (PAL) service
3.	Public access smart-pay line (PASL) service
4.	Foreign exchange service (X)
5.	Dormitory communication service
6.	Enhanced universal emergency number service E911
7.	Directory Assistance service and National Directory Assistance service (N)
8.	Message Telecommunications for Disabled Persons (N)

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J. Michael Hickey
President-NH

Verizon New England Inc.

15. Service Packages**15.9 Verizon Regional Package Extrasm**

(T)

15.9.1	Description	
A.	Verizon Regional Package Extra sm is a billing arrangement which provides residence customers with a combination of local service, unlimited Local Directory Assistance, intraLATA toll and an optional feature package for a single monthly rate.	(T)
B.	<p>Verizon Regional Package Extrasm includes one-party unlimited exchange service, unlimited Local Directory Assistance, unlimited intraLATA toll and touch-tone service. In addition, customers can select any of the following.</p> <ol style="list-style-type: none"> 1. Caller ID or Caller ID - Number Only or Call Waiting ID Deluxe or Call Waiting ID with Name 2. Call Waiting 3. Anonymous Call Rejection 4. Call Forwarding 5. Call Forwarding Busy Line, or Call Forward Don't Answer, or Call Forwarding Busy Line Don't Answer 6. Call Intercept 7. Talking Call Waiting 8. Distinctive Ring - Package I 9. Distinctive Ring - Package II 10. *69 11. Busy Redial 12. Speed Calling 30 13. Three-way Calling 	(T)
C.	<p>Availability</p> <ol style="list-style-type: none"> 1. Verizon Regional Package Extrasm is available only to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Telephone Company access lines 2. Verizon Regional Package Extrasm is not available in conjunction with any other local or intraLATA toll calling plans or packages. 3. Verizon Regional Package Extrasm is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. 4. Verizon Regional Package Extrasm is also not available to customers with ISDN, Centrex, or Student Centrex service. 	(T)
		(T)
		(T)
		(T)

Verizon New England Inc.

15. Service Packages**15.9 Verizon Regional Package Extrasm**

(T)

15.9.2 Application of Rates and Charges	
A.	Monthly Rates – The Verizon Regional Package Extra sm rate applies in lieu of the monthly rates that would otherwise apply for the individual services included in Verizon Regional Package Extra sm .
B.	The Verizon Regional Package Extra sm rate applies to customer dialed station-to-station sent-paid calls, and to operator dialed station-to-station sent-paid calls if facilities are not available for customer dial completion. The rate also applies to operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
C.	Service charges for installation of a network access line or changing the class or grade of service do not apply when a customer is also subscribing to the Verizon Regional Package Extra sm . Service charges do not apply to add or change a feature.

(T)

(T)

(T)

Verizon New England Inc.

15. Service Packages

15.10 Verizon Regional Packagesm

(T)

15.10.1	Description	
A.	Verizon Regional Package sm is a billing arrangement which provides residence customers with a combination of unlimited local service, unlimited intraLATA toll service and an optional feature package for a single monthly rate.	(T)
B.	Verizon Regional Package sm includes one-party unlimited exchange service, unlimited intraLATA toll and touch-tone service. In addition, customers can select any of the following value added services:	(T)
1.	Caller ID or Caller ID – Number Only or Call Waiting ID with Name	
2.	Call Waiting	
3.	Three-way Calling	
4.	Speed Dialing 8 or 30 Codes	(C)
C.	Availability	
1.	Verizon Regional Package sm is available to one-party residence customers whose basic exchange service and intraLATA toll service are provided over Verizon Telephone Company access lines.	(T)
2.	Verizon Regional Package sm is not available to customers receiving a lifeline reduction in monthly basic exchange service rates. Verizon Regional Package sm is also not available to customers with ISDN, Centrex, or Student Centrex services.	(T) (T)
3.	Verizon Regional Package sm is not available in conjunction with any other local or intraLATA toll calling plans or packages.	(T)
D.	Multi-Line Package Bonus Discount and Package Bonus Discounts do not apply Verizon Regional Package sm .	(T) (T)

15.10.2 Application of Rates and Charges	
A.	Monthly Rates – The Verizon Regional Package sm rate applies in lieu of the monthly rates that would otherwise apply for the individual services included in Verizon Regional Package sm offer.
B.	The Verizon Regional Package sm rate applies to customer dialed station-to-station sent-paid calls, and to operator dialed station-to-station sent-paid calls if facilities are not available for customer dial completion. The rate also applies to operator dialed station-to-station sent-paid calls for handicapped persons unable to dial calls because of their handicap.
C.	Service charges for installation of a network access line or changing the class or grade of service do not apply when a customer is also subscribing to the Verizon Regional Package sm . Service charges do not apply to add or change a feature.

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